

Pacific Union College

Job Description

Position Title:	Mail and Copy Services Manager	Exemption Status:	Non-Exempt
EEO Classification:	3-Professional	Job Code:	11-3012
Department:	Copy Center/Mailroom	Position ID:	52010MGRMR
Reports To:	Vice President of Financial Administration	Wage Scale:	I-A
Last Update:	7/25/2026		

JOB SUMMARY

The Mail and Copy Services Manager supervises and coordinates activities of clerks who open, sort, and route mail, and prepare outgoing material for mailing as well as provide copy and print production services to the campus and the community.

STANDARDS FOR PERFORMANCE AND BEHAVIOR

Demonstrates the Cultural Relationship Expectations of Pacific Union College in all activities, to achieve the Mission of Pacific Union College

<u>T</u> eamwork:	A foundational value modeled by an engaged and inclusive community partnering together for the betterment of PUC.
<u>I</u> ntegrity:	A necessary component for cultivating trust and mutual empowerment within our community.
<u>P</u> rofessionalism:	A system of employee boundaries that facilitates an engaged PUC working community which functions in an environment blessed with supportive relationship groups.
<u>S</u> ervice:	A value and action rooted in our spiritual heritage.

ESSENTIAL FUNCTIONS

Mail Services Operations

1. **Direct and manage all campus mail service operations**, ensuring the timely, accurate, secure, and cost-effective receipt, sorting, processing, and distribution of incoming and outgoing mail, parcels, and freight in compliance with USPS and applicable carrier regulations.
2. **Oversee mailroom staff, student workers, and departmental processes**, including scheduling, training, performance management, customer service, workflow coordination, and continuous process improvement to support campus needs.
3. **Maintain accountability for mail service resources, systems, and budgets**, including postal expenditures, shipping accounts, equipment maintenance, inventory control, vendor relationships, regulatory compliance, and operational reporting.

Copy and Print Services Operations

1. **Manage campus Copy and Print Services operations**, providing high-quality printing, copying, binding, finishing, and related document production services for college departments, faculty, students, and external community customers.
2. **Consult with customers on print and production projects**, recommending specifications, materials, timelines, and cost-effective solutions while ensuring projects meet quality standards and customer expectations.
3. **Oversee print production workflows and equipment**, including scheduling jobs,

prioritizing workloads, maintaining production deadlines, coordinating equipment service, and ensuring efficient use of resources.

4. **Administer Copy and Print Services finances**, including pricing, billing, budgeting, inventory management, vendor coordination, and revenue tracking for both internal and external customer services.
5. **Develop and promote printing and document services opportunities**, fostering strong customer relationships and identifying ways to expand services that support the college and surrounding community.

Shared Leadership and Administrative Responsibilities

1. **Ensure compliance** with institutional policies, safety standards, copyright requirements, privacy regulations, and applicable postal and business regulations across both Mail Services and Copy and Print Services operations.
2. **Evaluate operational effectiveness and implement improvements**, utilizing technology, data, and best practices to enhance service quality, customer satisfaction, efficiency, and financial stewardship.
3. **Provide leadership in support of the college's mission**, serving students, employees, departments, and community customers with professionalism, responsiveness, and a commitment to excellent service.

EDUCATION

Bachelor's degree (B. A.) from four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

QUALIFICATIONS

Supervisory Responsibilities

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Duties include but are not limited to: Processing incoming and outgoing mail, UPS, Federal Express and other mail services; oversee the delivery of mail on campus; hire, train, and supervise student employees.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from

others; Gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Requires sitting, standing, bending and reaching. May need to lift items up to 25 pounds. Requires manual dexterity sufficient to operate standard office equipment.

Job Conditions: Frequent travel, computer use, unscheduled interruptions, and speaking, reading, and understanding English. Occasional: working more than 40 hours/week, weekend work, on-call/after-hours work, fast-paced work, and driving/operating machinery or vehicles.

Work Environment: Essential tasks are performed under normal office/school conditions with little or no noticeable discomfort. Work area is well lighted and ventilated.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and employees may be requested to perform job-related tasks other than those specifically outlined in this description. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a promise of employment or employment contract of any type.

I, _____ (printed name), acknowledge that I have received, read, and understand the _____ job description, and that I am able to perform the essential duties with or without accommodation. I further understand it is my responsibility to inform my supervisor at any time I am unable to perform the essential functions.

Employee Signature

Date

Supervisor's Printed Name

Supervisor's Signature

Date